



Competent, Productive End Users

Rapid Technology Acceptance

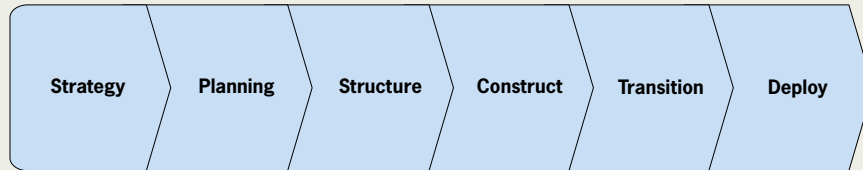
Faster Return on Your Investment

PeopleSoft End User Training Solution

PeopleSoft Education is your trusted partner. We've developed a new generation of learning solutions to effectively prepare your end users for your implementation or upgrade project and enable your organization to harness all the benefits of the Internet. Properly training your end users maximizes the profitability of your people, processes, and technology.

As your organization takes that critical step toward increased competitiveness through Internet technology, we can help your workforce reach the new level of efficiency you expect. Our new PeopleSoft End User Training solution is available now to make sure you're ready.

PeopleSoft offers a comprehensive set of end user training services uniquely aligned with each phase of the PeopleSoft Compass Methodology—the first pure Internet methodology.



Comprehensive Services

PeopleSoft Education has a team that is devoted solely to rolling out PeopleSoft End User Training solutions and PeopleSoft applications. This unique combination of PeopleSoft application and training skills lets you get the best of both worlds. When rolling out your End User Training solution, we follow the PeopleSoft Compass Methodology:

Strategy. In this phase, the corporate objectives and business drivers of the End User Training efforts are defined by customer management. The required End User Training products and services are identified and purchased.

Planning and Structure. During the planning and structure phases, our team will review your current situation and design an effective end user training plan tailored to your environment. And its implementation will be based on your resources and budgetary constraints.

Construct. During this stage, PeopleSoft can help construct new content for you or customize the content found in our End User Training products.

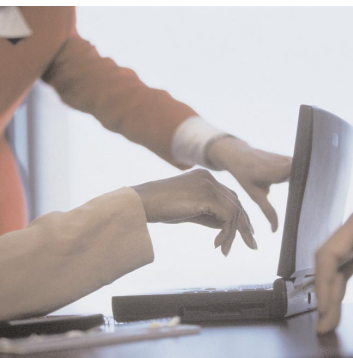
Transition. You can use PeopleSoft Education's certified instructors to ensure quality transition of instructor-led training. We can provide train-the-trainer sessions, Live WebCasts, or Recorded WebCasts, or we can actually deliver the training to your end users.

Deploy. After go-live, it's important that your users are productive immediately. We can assess their competence and track performance and, if appropriate, design a training reinforcement strategy.

For More Information

If you would like more information about how your organization can benefit from the PeopleSoft End User Training solution, visit our Web site at www.peoplesoft.com/go/eutkit. Or call our PeopleSoft Education representatives toll-free in North America at 877 270 2444. Outside North America please call 925 225 3000.

Trained Users Generate More Value—Sooner



“PeopleSoft End User Training gives us the flexibility we need to tailor courses so they are aimed at specific processes. This enables our end users to walk away with knowledge that is specific to their role.”

Rosemary Pritchard, Deputy Director, Human Resources Management System and Compensation Services, SMSH

Starting End Users on the Right Foot

Your group of PeopleSoft end users is the largest PeopleSoft community in your organization. Often end users are apprehensive about using a new system, and if they have insufficient or incorrect training and support, the potential for costly errors and downtime increases dramatically.

Trained and supported users are more willing to adapt to new technology and can significantly contribute to:

- Faster and more successful implementation or upgrade.
- Greater acceptance of the technology.
- Improved efficiency and productivity from the beginning.

One Complete Solution

The PeopleSoft End User Training solution provides instructionally sound learning materials that can meet the needs of your users. The payback from providing proper training and support for your users far exceeds the cost.

Investing in your end users maximizes the potential of your PeopleSoft system.

PeopleSoft End User Training consists of four main components:

- Desktop user support through our Web-Based Learning Assistant (WLA).
- Classroom training materials.
- Self-paced, Web-based training through our Skills OnDemand for users.
- Comprehensive services.

The Web-Based Learning Assistant

Built directly into your PeopleSoft application, the Web-Based Learning Assistant is comprised of user-specific documentation that supports your users when they're back at their desktops. You can easily customize the documentation to reflect your organization's business processes.

A user who needs help performing a particular task clicks on a configured link on the PeopleSoft page and moves directly to the information that relates to the process in question. Step-by-step textual and visual instructions describe how to execute the specific task. The documentation also offers a “big picture” view of the business process flow. With a shortcut key on the desktop, a user can also browse or query the WLA for information at any time, even if he or she is not



End User Training Solution Benefits

- **Delivers rapid user competency, optimum productivity.** Our entire solution is built around what your end users need to be successful.
- **Offers versatility.** The solution is effective for different types of users—from casual to power users.
- **Provides customizable components.** Easy customization of any part of the solution can reflect your organization's unique environment.
- **Brings PeopleSoft expertise.** Our products are built by the organization that knows our applications best—PeopleSoft.
- **Offers flexible delivery.** Blended training is becoming the “norm” for most organizations. Your delivery preferences take priority.
- **Is cost-effective.** Our solution delivers a lower total cost of ownership to your organization.

working in the PeopleSoft application. The WLA quickly becomes the first place users turn for help.

Taking Learning beyond the Classroom

Sometimes organizations provide initial training but fail to realize that continuous, on-the-job training is equally important to getting the full ROI from their PeopleSoft investment. Giving your users the knowledge they need—when they need it—heightens employee satisfaction and increases employee retention rates.

Web-Based Learning Assistant Features

- **Fully customizable.** Easily modify all aspects of the WLA. You can include any customizations that you've made to your applications, your organization's specific business processes, and anything that is pertinent to your organization.
- **Context sensitive.** Launch the WLA directly from the PeopleSoft application. If end users have questions while performing a task within their PeopleSoft application, they can click a link that takes them directly to the information they need.

- **On-the-job support.** Training is continual. The WLA provides self-service support for your end user population, greatly increasing their productivity.
- **Central repository.** As your organization changes, your end users have one location to go to for the latest information. The WLA serves as a repository for all things related to your PeopleSoft implementation.
- **Focused materials.** Our materials provide end user-specific information, tailored to the users' specific tasks.

Classroom Training Materials

Our classroom training materials consist of the resources you need to provide live, interactive classroom training. Included in our classroom training materials are guides (both student and instructor) and instructional aids.

While delivering classroom training to your users prior to going live, the instructor uses the exercises in the student guides in conjunction with the demo database delivered with your PeopleSoft application. The student guides contain three levels of activities, including both detailed step-by-step instructions and visual instructions to accommodate all learning

styles. Instructor guides provide valuable information to your instructor such as timing, key points, answers to review questions, and key conceptual points. We provide the guides in soft copy as Microsoft Word files, so you can easily customize them to reflect your specific business processes and policies.

Instructional aids help your instructor deliver major concepts to your students in a fun and interesting way. Classroom activities become group “icebreakers.” Flipcharts help visual learners grasp key concepts. Crossword puzzles, games, and flashcards serve as review activities. We deliver all the instructional aids in soft copy so you can use as many or as few as you choose.

Classroom Training Materials Features

- **Fully customizable.** You can easily modify all aspects of the classroom training materials. Both the instructor and student guides are Microsoft Word-based documents that you can tailor to meet your specific requirements.
- **Instructionally sound.** Our instructional design team uses the latest educational methods to ensure that your

end users grasp the information they need to be successful with their PeopleSoft system.

- **Comprehensive.** Our materials provide training for all end user-specific functionality.

Skills OnDemand for Users

When employees' knowledge and skills fall behind so do their productivity and effectiveness. And in today's business, users are often geographically dispersed, and their positions often have a high turnover rate. It's an escalating challenge to keep the workforce trained in a timely fashion and to make them fully productive very quickly.

To address this challenge, PeopleSoft Education offers Skills OnDemand for Users (Skills) courses. Designed to develop user skills for PeopleSoft applications, these self-paced Web courses are delivered right to the users' desktop where they can take the course

at their convenience. Also, there's no classroom to coordinate, no instructor to hire, no travel to approve—just the training your end users need to be productive, delivered right to their desktops.

Skills OnDemand Features

- **Is fully customizable.** In addition to getting specific content, you can also easily customize the materials to reflect your organizational uniqueness. Provided with our Skills OnDemand courses are a series of easy-to-use tools that allow for effortless modification.
- **Simulates the application.** Courses provide step-by-step instructions and hands-on experience to perform the task.
- **Provides business process training.** Process overviews and business and system concepts let you train your users about your business and about your PeopleSoft system.

- **Includes pre- and posttesting.**

Learners have the option to take a pretest to determine the parts of the course they need to learn. Similarly, the posttests provide an indication of areas requiring more attention.

- **Is user friendly and instructionally sound.** The courses are designed to the highest standards of usability and eLearning instructional design.
- **Supports knowledge management.** The courses work with your Learning Management system and provide meaningful tracking of user readiness.

The Skills courses can be easily installed on your organization's Learning Management system or Web server. They can also be distributed as a CD ROM to run on individual PCs or over a local area network (LAN). We provide both Web and executable versions on the distribution CD.

Web-Based Learning Assistant

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Web PSS Application - Microsoft Internet Explorer

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Entering Promotions

Purpose

A promotion typically occurs when an employee changes salary grades or is assigned to a new job. Promotions can include changes to salary, job code, position, and department. For more information, go to our [intranet](#) site.

Navigation

Recording promotions consists of seven pages:

Page	Description
Purpose	used to record the effective date, action, and reason for the
Navigation	provide the position data, you can enter a regulatory region, company,
Prerequisites	department entry date, and location for an employee.
Helpful Hints	is used to record job information such as job code, employee class,
Procedure	and work period.
Result	record the employee's pay group, tax location code, account code,
Compensation	used to record salary plan, grade, and step information.

The **Compensation** page is used to record new compensation information and calculates the new compensation rate on the page, displaying the calculations as view only.

The **Employment Information** page is used to record information on the employee's business title and work phone number.

The **Employment Dates** page is used to record and review various employment-related dates for the job.

Prerequisites

There are no prerequisites for this procedure.

Helpful Hints

- If there are other types of salary changes being processed at the same time as the promotion, you may want to enter each type of salary change independently. Inserting a new data row in Job Data for each type of pay rate change is used to report on each type of pay rate change. For example, a lump sum of \$100 per pay period is to be recorded for an employee; \$40 due to a



PeopleSoft, Inc.
Corporate Headquarters
4460 Hacienda Drive
Pleasanton, California 94588 USA
Toll-free 1 888 773 8277
Tel 925 694 3000
www.peoplesoft.com

About PeopleSoft

PeopleSoft (Nasdaq: PSFT) is the world's leading provider of application software for the real-time enterprise. PeopleSoft pure Internet software enables organizations to reduce costs and increase productivity by directly connecting customers, suppliers, partners, and employees to business processes online, in real time. PeopleSoft's integrated, best-in-class applications include Customer Relationship Management, Supply Chain Management, Human Capital Management, and Financial Management. More than 4,700 organizations in 140 countries run on PeopleSoft software. For more information, visit us at www.peoplesoft.com.